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(Cases with * have recommendation(s) in the investigation reports.)

Agriculture, Fisheries and Conservation Department

2002/1163	Misleading the complainant in her enquiry about her lost three-legged dog, which was euthanised at an Animal Management Centre in the course of her search	Substantiated*
2002/3586	(a) Impropriety in the collection of dogs surrendered by the complainant; (b) Excessive use of force in the collection process; and (c) Providing the complainant with inaccurate information as to the time of euthanasia	Partially substantiated*
2003/0945	Delay in processing an application for Livestock Keeping Licence for quails	Substantiated*

Architectural Services Department

2002/2484	Impropriety in handling an application to include a water-proof product in the approved list of ASD	Partially substantiated*
2003/0649	Failing to provide prompt and appropriate services to an aided school in the back-flow of sewage into its lift pit on three occasions	Substantiated*

Buildings Department

2002/3267	Failing to update the complainant's correspondence address as requested	Partially substantiated*
2002/4085	Delay in the issue of dangerous slope repair order to property owners	Partially substantiated*
2003/0288	Failing to enforce closure orders against huts	Unsubstantiated
2003/0981	Failing to issue advisory letters and removal orders concurrently on three items of unauthorised building works in the same property	Partially substantiated*

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2003/1651	Failing to follow up complaints about unauthorised building works, hygiene and pollution problems at two adjacent streets	Unsubstantiated
2003/2024	Failing to coordinate with Environmental Protection Department in the issuance of removal orders and advisory notices on unauthorised building works	Partially substantiated

Correctional Services Department

2002/3445	(a) Failing to fulfill a promise to set up a religious choir after the complainant had provided musical instruments and associated items; and (b) Forcing him to donate musical instruments and associated items	Unsubstantiated*
2002/4566	(a) Falsely representing to the Security Bureau that all records relating to the complainant had been destroyed; (b) Failing to comply with Prison Rule 11 in handling his property; (c) Failing to record his request for getting back part of his property ; and (d) Misleading the court	Partially substantiated*

Department of Health

2002/1879	Impropriety in verifying personal identity documents	Unsubstantiated*
2003/0422	(a) Unfair queuing system in the out-patient service of a public clinic; (b) Lack of appropriate guidelines to determine if extra outpatient service should be provided when the day’s quota was exhausted; and (c) Improper handling of the complaint by a nursing staff	Partially substantiated*

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Environmental Protection Department

2003/1654	Failing to follow up complaints about unauthorised building works, hygiene and pollution problems at two adjacent streets	Unsubstantiated
2003/2025	Failing to coordinate with Buildings Department in the issuance of removal orders and advisory notices on unauthorised building works	Partially substantiated
2004/0197 2004/0200 2004/0203 2004/0206 2004/0209 2004/0212 2004/0215 2004/0218 2004/0221 2004/0224 2004/0227 2004/0230 2004/0233 2004/0236 2004/0239 2004/0242 2004/0245 2004/0248 2004/0251 2004/0254 2004/0257 2004/0260 2004/0263 2004/0266 2004/0269 2004/0272 2004/0275 2004/0278 2004/0284 2004/0287 2004/0290 2004/0293 2004/0296 2004/0299	Complaints by a number of residents at two private housing estates against EPD, Hy D, HAD, Lands D, Plan D and TD for changing the land use of a site in Tuen Mun to truck loading / unloading and storage without prior consultation with them, and that this would cause the nuisance	Unsubstantiated

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Food and Environmental Hygiene Department

2003/0567	Poor staff attitude and impropriety in handling a complaint	Partially substantiated*
2003/0664	Mishandling a withdrawal of food business licence transfer application	Substantiated*
2003/1652	Failing to follow up complaints about unauthorised building works, hygiene and pollution problems at two adjacent streets	Unsubstantiated*
2003/2710	"Buck-passing" between two departments in handling a complaint arising from inadequate action to eliminate safety hazards caused by branches of a tree outside the complainant's flat	Unsubstantiated

Government Property Agency

2002/3014	Disclosing the complainant's personal data to the complainee without his prior consent	Substantiated*
2003/2484(I)	Mishandling a request under the Code on Access to Information	Partially substantiated*

Government Secretariat - Education and Manpower Bureau

2002/4649	Unreasonably rejecting applications by a tutorial school for restructuring of fee regimens and related matters	Partially substantiated*
2003/1892	Failing to follow established guidelines in properly handling a complaint lodged against a school that has assessed the complainant as a surplus teacher	Partially substantiated*

Government Secretariat - Efficiency Unit

2003/0209	Improper handling of the complainant's telephone enquiry by Integrated Call Centre	Unsubstantiated

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Highways Department

2004/0198 2004/0201 2004/0204 2004/0207 2004/0210 2004/0213 2004/0216 2004/0219 2004/0222 2004/0225 2004/0228 2004/0231 2004/0234 2004/0237 2004/0240 2004/0243 2004/0246 2004/0249 2004/0252 2004/0255 2004/0258 2004/0261 2004/0264 2004/0267 2004/0270 2004/0273 2004/0276 2004/0279 2004/0285 2004/0288 2004/0291 2004/0294 2004/0297 2004/0300	Complaints by a number of residents at two private housing estates against EPD, Hy D, HAD, Lands D, Plan D and TD for changing the land use of a site in Tuen Mun to truck loading / unloading and storage without prior consultation with them, and that this would cause nuisance	Unsubstantiated

Home Affairs Department

2002/4452 2002/4473	Providing improper assistance to a property owner for forming an owners' corporation	Substantiated*

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2003/1782	Entering the complainant's name in the voter register of another village, so that he was disqualified from standing for the Village Representative election	Substantiated*
2003/3504 2003/3505 2003/3506 2003/3507 2003/3508 2003/3509 2003/3510 2003/3511 2003/3512 2003/3513 2003/3514 2003/3515 2003/3516 2003/3517 2003/3518 2003/3519 2003/3520 2003/3521 2003/3522 2003/3523 2003/3524 2003/3525 2003/3526 2003/3527 2003/3528 2003/3529 2003/3530 2003/3531 2003/3533 2003/3534 2003/3535 2003/3536 2003/3537 2003/3538	Complaints by a number of residents at two private housing estates against EPD, Hy D, HAD, Lands D, Plan D and TD for changing the land use of a site in Tuen Mun to truck loading / unloading and storage without prior consultation with them, and that this would cause nuisance	Unsubstantiated

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Hospital Authority

2002/0278	Improper handling of transfer arrangements for the complainant's critically-ill brother and failing to provide the complainant with the investigation report as promised	Partially substantiated*
2002/0397	Malpractice on the part of Hong Kong Eye Hospital for twice deferring the operation date of the complainant's father and misleading patients into believing that an eye operation would be carried out in about one year	Unsubstantiated
2002/1215	(a) Impropriety on the part of an HA hospital in asking an in-patient's relatives to perform a medical procedure for treatment of the patient; and (b) Failing to acknowledge a written complaint and address the queries raised	Partially substantiated*
2002/2361	Being inconsiderate in permitting a male operating theatre assistance to be present throughout the complainant's operation and poor staff attitude of a female nurse	Unsubstantiated*
2002/2796	(a) Delay in replying to the complainant; (b) Mishandling his complaint; and (c) Impolite attitude of a nursing staff in a public hospital	Partially substantiated*
2003/0080	Maladministration of a hospital under HA, such that the complainant lost his chance of a liver transplant	Substantiated other than alleged*

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Housing Department

2002/1084	(a) Misleading the owners of an HOS estate on the division of management reserve fund between two owners' corporations; (b) Delay in handling division of the management fund; (c) Discourtesy to the owners' corporations; (d) Delay in arranging for renovation of the estate management office; and (e) Mishandling the delineation of boundaries between the two owners' corporations	Partially substantiated*
2002/3628 2003/0650	Shirking responsibility in the back-flow of sewage into the lift pit of an aided school on three occasions; and failing to follow up the blockage of public drainage to prevent recurrence of back-flow of sewage	Unsubstantiated*
2002/4464 2002/4465 2002/4466 2002/4467 2002/4468 2002/4469 2002/4470 2002/4471 2002/4472 2002/4493 2002/4494	Unreasonable policy and procedures for allocating public flats to interim house residents	Unsubstantiated
2002/4610	Ineffective supervision of a property services company which resulted in prolonged booking of venues in a public housing estate	Substantiated*
2003/0007	Failing to take action against unauthorised use of permanent building materials in the repairs of huts	Unsubstantiated
2003/1786	Delay in the investigation of a case of using a forged document to apply for public housing leading to prosecution being time-barred	Substantiated*
2003/1989	Delay in resolving persistent ceiling seepage problem	Substantiated*
2003/3238	Unfair treatment to the complainant whose unit was alleged to have caused persistent seepage problem downstairs	Unsubstantiated

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Judiciary

2002/2738	Providing the complainant with misleading information on bankruptcy of his ex-employer	Substantiated*
2003/2150	Misleading advice by a Bailiff regarding the enforcement of a court order	Incapable of determination

Labour Department

2002/2537	Mishandling a staff complaint case and failing to answer the complainant's questions, thus showing that the Department lacked an effective staff monitoring system and proper guidelines	Unsubstantiated

Land Registry

2002/3268	Shirking responsibility to update the complainant's correspondence address	Unsubstantiated

Lands Department

2002/0935	(a) Misinterpreting the original lease conditions of a site; and (b) Adopting without justification a higher plot ratio than allowed under the relevant outline zoning plan and the Mid-levels Administrative Moratorium	Substantiated other than alleged*
2003/0287	Allowing huts to be built on agricultural land	Unsubstantiated
2003/1718	Delay in processing an application for Livestock Keeping Licence for quails	Partially substantiated*
2003/2039	(a) Shirking responsibility when handling the complainant's enquiries and failing to give him a reasonable reply; and (b) Failing to attend properly to the issue of inadequate passenger facilities at a public pier	Partially substantiated*

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Legal Aid Department

2003/0744	Granting legal aid to the complainant that did not cover his needs	Partially substantiated
2003/1737	(a) Delay in registering a charging order nisi and replacing it with a charging order absolute; (b) Failing to deliver court documents by other alternatives; and (c) Putting incorrect information in the affirmation	Partially substantiated*

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Leisure and Cultural Services Department

2002/4088	(a) Delay in sending a notice to the complainant for the collection of reserved books from a public library; and (b) Poor attitude of a library staff attending to the complainant's enquiry	Unsubstantiated*
2003/2627	(a) Failing to take adequate action to eliminate safety hazards caused by branches of a tree outside the complainant's flat; and (b) "Buck-passing" between two departments in handling a complaint arising from (a) above	Unsubstantiated

Marine Department

2003/2451	Delay in investigation of a marine accident and perfunctory action	Substantiated*

Planning Department

2003/2832 2003/2834 2003/2836 2003/2838 2003/2842 2003/2844 2003/2848 2003/2856 2003/2858 2003/2860 2003/2864 2003/2868 2003/2874 2003/2876 2003/2882 2003/2884 2003/2886 2003/2890 2003/2894 2003/2900	Complaints by a number of residents at two private housing estates against EPD, Hy D, HAD, Lands D, Plan D and TD for changing the land use of a site in Tuen Mun to truck loading / unloading and storage without prior consultation with them, and that this would cause nuisance	Unsubstantiated

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Post Office

2003/0606	Delay in delivering a notice to the complainant for the collection of reserved books from a public library	Unsubstantiated

Social Welfare Department

2002/4371	Evasive attitude of staff members in handling a report on suspected fraud case of CSSA claims, and divulging personal data of the complainants	Unsubstantiated*

Transport Department

2003/2040	(a) Shirking responsibility when handling the complainant's enquiries and failing to give him a reasonable reply; and (b) Failing to attend properly to the issue of inadequate passenger facilities at a public pier	Partially substantiated*
2004/0199 2004/0202 2004/0205 2004/0208 2004/0211 2004/0214	Complaints by a number of residents at two private housing estates against EPD, Hy D, HAD, Lands D, Plan D and TD for changing the land use of a site in Tuen Mun to truck loading / unloading and storage without prior consultation with them, and that this would cause nuisance	Unsubstantiated

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Water Supplies Department

2002/2161	Failing to reply to a complaint and to send correspondence to the complainant's designated address	Partially substantiated*
2002/2733	Failing to allowing the complainant sufficient time for paying the water deposit when issuing her a notice of disconnection of water supply	Unsubstantiated*
2003/0641	Excessively high water charges and wrong investigation result provided by the Department	Partially substantiated
2003/2110	Failing to take immediate follow-up action on a leaking fire hydrant	Substantiated*

The Ombudsman 申訴專員